Sponsored by:

California Wildfire Coordination Group

California ROSS

Business Practices

And

Standards

2.2.8

March 2013

California ROSS Business Practices and Standards

Date: March 2013

Memorandum

To: ROSS Users

From: California Wildland Fire Coordinating Group (CWCG)

Subject: California ROSS Business Practices and Standards 2.2.8

Attached is the California ROSS Business Practices and Standards 2.2.8. This guide is written to reflect the interagency needs of the user. CWCG sponsors this guide for the cohesive use of ROSS by California.

CWCG embodies the representatives from Bureau of Indian Affairs (BIA), Bureau of Land Management (BLM), California Department of Forestry and Fire Protection (CAL FIRE), Fish and Wildlife Service (FWS), US Forest Service (USFS), National Park Service (NPS), Office of Emergency Services (OES), and Contract Counties. The signature of the CWCG members is acknowledgment and agreement of the CWCG Charter agencies to follow the California ROSS Business Practices and Standards 2.2.8 as presented.

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REVISION HISTORY

May 2005	Creation of Original ROSS Business Practices Document
March 2006	Revision
May 2006	Revision including ordering and some changes in policy Update of Original document to include Mutual Aid ordering system
May 2007	Updates of several business practices. New additions and changes are underlined.
June 2007	Change in Attachment B, 18.1 Intercom/Dispatch Net Use. This edit brings CA Business Practice and Standards into compliance with CA MOB guide.
June 2008	Updates of several business practices. New additions and changes are underlined. Update to CAL FIRE contracts/EERA/hired equipment in section 3.5 Updated problem reporting procedures for CAD to ROSS interface. Added Attachment C – Organization and Vendor change request procedure. Changes to local government resources residing in CAL FIRE databases section 3.6 Combine CRIT and ROSS BP&S Working Team to the California ROSS Group
June 2009	Updates of several business practices. Updated Attachment B – Changes in intercom use. Removed various sections regarding ROSS implementation in California. Re-located Sections 8,9,10. Added Mission Statement. Updated helicopter dispatch procedures section 4. Added Finance Code
April 2010	Updates and verbiage changes of several business practices. New additions and changes are underlined. Changed verbiage from CalFire "B" Engines to "Type 3 Engines" in Statusing Matrix. Updated membership of CARG Changed second California CCB member to 'Proposed" pending approval Added Attachment D (ROSS Security Audit) Added verbiage to Water Tender I/A requests. IMT naming convention corrected for duplicated localgovernment IMT members. Updated FireCode use. Remove Ansley Rothell as Field Representative DOI ECC
May 2011	California Change Control Board member changed to Greg Adams Added Les Matarazzi as DOI GACC Representative Added Jennifer Rosenberger as Field Representative DOI ECC Update membership of CARG Updates and verbiage of section 8.3, section 10.1.5, section 17 attachment B Added section 8.16 Replacement of lost/broken supplies after return from assignment. Added section 8.3.4 subordinate requests Added section 10.4 Out of State Ordering for Local Agreements
February 2012	Removed Attachment D (ROSS Security Audit) Updated section 17.7 (Intercom Aircraft Dispatch Script) Added Section 8.17 Unified Ordering Point Removed Jon Holden as Federal IT Representative Added Carolyn Higgins
February 2013	Add Tim Bozarth as CAL FIRE ROSS Project Manager Remove Carolyn Higgins as Federal IT Represenative Remove Mike Morlan as Field Representative CAL FIRE Unit ECC

ROSS Business Practices and Standards

1 Introduction

1.1 Purpose of this Document

1.1.1 The primary purpose of this document is to provide the Business Practices & Standards for both ROSS and the resource ordering process in general.

1.1.2 This document does not replace any "procedural" documents such as ROSS user guides or training documents. These types of documents provide detail for the actual use of ROSS.

1.1.3 This document supplements CAL FIRE Handbook 8100, the California Mobilization Guide and the National Interagency Standards for the ROSS Operations Guide (ISROG). Any information in this document that conflicts with the handbook/guide should be brought to the attention of the ROSS Project Manager for clarification. This document will be reviewed periodically and may not reflect the most current policy.

1.2 Definitions

1.2.1 Unless otherwise specified, the following definitions apply wherever used in this document:

- "**Agency**" includes CAL FIRE, USFS, BLM, NPS, and any other equivalent agency.
- "**ATD**" ATD is actual time of departure. Used for air resources only.
- "**CWN**" is Call When Needed. These resources are hired when needed to complete a specific task.
- "**DDS**" is the data delivery system. This Access based database queries the ROSS database for numerous different pieces of information. Deactivated June 1, 2009.
- "**DMS**" is the Dispatch Messaging System. This system is used by numerous ROSS users along with the help desk to send out updates about the program, outages, and other important messages, including bugs within the program.
- "**EERA**" is an Emergency Equipment Response Agreement. Both private vendors and the Agency that they are contracting with sign this contract.
- "**ETE**" is Estimated Time En route. Used for air resources only.
- "**GACC**" (Geographic Area Coordination Center) includes CAL FIRE Region Operation Centers as well OES region dispatch centers
- "**IRM**" Information Resource Manager (Federal Agencies)
- "**ITS**" Information Technology Services (CAL FIRE)
- "**OES**" is the Office of Emergency Services
- "**RON**" Remain Over Night
- "**Site**" refers to a ROSS site: a location or ordering point that may serve multiple agencies.
- "**Unit**" is a generic term referring to any local unit, forest, park, area, region, tribe, etc. as defined by the Fire Service Field Operations Guide (FOG or ICS 420-1).
- "**UTF**" is a term used for Unable to Fill. This term is used any time a unit is unable to provide the resource requested.

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1.3 VIPR is the Virtual Incident Procurement (VIPR) System. Document Maintenance

1.3.1 The CA ROSS Group maintains this document.

1.3.2 Any suggestions for changes to business practices and standards or to this document should be sent to any member of the CA ROSS Group. Contacts are located in Attachment A

1.3.3 Change Requests for ROSS program and navigation issues may be sent directly to ROSS Change Board from the ROSS website; http://ross.nwcg.gov/ > Change Board. In addition, send a copy of the request to the California ROSS Change Board Member Greg Adams.

1.4 Revisions

1.4.1 Major revisions to this document will be indicated by underlining additions.

1.4.2 Non-substantial changes such as numbering, format, spelling or grammar corrections, etc., will not be identified as such.

2 Overview of ROSS

2.1 Purpose of ROSS

2.1.1 The National Interagency Resource Ordering and Status System (ROSS) project is a National Wildfire Coordinating Group (NWCG) sponsored information systems development project. ROSS is a computer software program, which automates the resource ordering, status, and reporting process. Established in 1997 and chartered by the NWCG in June 1998, the scope of the project focuses on automating current processes enabling dispatch offices to electronically exchange and track information near real-time. ROSS tracks all tactical, logistical, service and support resources mobilized by the incident dispatch community.

2.1.2 ROSS operates in an estimated 400 interagency dispatch and coordination offices throughout the Nation. Automation of dispatch processes has reduced labor-intensive practices, increased customer service, improved communications and lowered the costs associated with delivering services to field operations.

2.2 Technical Overview

2.2.1 ROSS Databases

2.2.2 There are three ROSS databases: Production, Practice, and Training. ROSS users normally have access to the Production and Practice databases. The Training database is available to end-users to use for training.

2.2.3 Servers

2.2.3.1 The ROSS application program resides on servers located at the National Information Technology Center (NITC) in Kansas City.

2.2.4 Access

2.2.4.1 Access to ROSS is primarily by two methods, Local Application and via Citrix XenApp.

- Local Application: The ROSS application is installed on the user's PC. When the application is launched and the user logs in, data transactions are generated and sent between the user's PC and the ROSS application server in Kansas City. These data transactions travel across agency network systems (LAN and WAN), or across the public internet. The ROSS application is considered very "chatty", sending a considerable

amount of data. High speed DSL greatly increases performance when using the Local Application of ROSS.

- Citrix XenApp: Citrix is an application virtualization solution that remotely access ROSS applications located in a server "farm" in Kansas City. Instead of the program running on the local computer, it is running on the server farm. This method allows ROSS to run at a very high speed because data is no longer sent across the network. Access is through an internet browser and can be run over the public internet. ROSS does not need to be installed on the user's PC but a small "plug in" to run the presenter will.
    - USFS Citrix Accounts: The USFS has a Citrix farm that only USFS employees may access. The user name and password is the same as their FS network account. The url for the USFS Citrix is: http://apps.fs.usda.gov/Citrix/auth/login.jsp
    - Non-USFS Citrix Accounts: There is a separate Citrix farm for non-forest service users. User accounts must be requested through your dispatch center ROSS administrator. The url for non-FS Citrix is: HH https://ross.fs.fed.us/XenApp/auth/login.aspx

3 Access to ROSS (System Logon IDs)

3.1 ROSS User IDs

3.1.1 Each ROSS User will be assigned a unique ROSS User ID through the NAP. Each Unit will designate personnel with Privileged access to be responsible for assigning user rolls.

3.1.2 The Account Manager at the Unit can create user IDs. User IDs will be assigned the lowest level of rights necessary for the user to perform the duties of their assignment.

4 California ROSS Group (CARG)

4.1 Mission

4.1.1 Provide operational oversight of ROSS; Establish and maintain business practices and standards for the user community in California.

4.2 CARG Duties

4.2.1 The California ROSS Group duties may include, but are not limited to:

- Research and decisions on current issues affecting ROSS use in CA;
- Addressing on-going CA problems with connectivity, Citrix, CORBA Error, performance (IT Type problems). Work with agency IT/ISO entities to find solutions;
- Review, Approval and Submission of change requests to the CA Change Management Board Rep;
- Annually updating and publishing the CA ROSS BP&S prior to fire season;
- Formal request of assistance to the National ROSS Team;
- Creation of Ad-Hoc groups for special tasks;
- Coordinating training classes & use of the CA ROSS Training Database;
- Coordinating the curriculum of CA ROSS Training Classes for consistency;
- Keep current on new ROSS deployments and features;
- Disseminate ROSS information that affects all agencies and ensure it gets to the field;
- Assist with ROSS database clean-up projects as a group;
- Develop, update & publish the group's contact list & charter and post to CA ROSS Website;

- Set up annual ECC Tours to review ROSS operations & issues. Have the closest member complete reviews in the vicinity of their office. Set up a reporting format that can be easily used by members and consolidated for a statewide report.

4.3 The Organization of the California ROSS Group (CARG)

4.3.1 Agencies: USFS, DOI, CAL FIRE, OES, Local Government.

4.3.2 Representatives

- CAL FIRE ROSS Project Manager
- USFS ROSS Project Manager/Operations Northern California
- USFS ROSS Project Manager/Operations Southern California
- OES Fire Rescue ROSS Project Manager
- DOI GACC Representative
- CAL FIRE Northern Region OCC
- CAL FIRE Southern Region OCC
- Field Representative CAL FIRE Unit ECC
- Field Representative USFS ECC
- Field Representative DOI ECC
- Field Representative Contract County ECC
- CAL FIRE IT Representative
- Federal IT Representative
- ROSS Team Subject Matter Expert – California
- California ROSS Change Control Board Representative – Federal (Proposed)
- California ROSS Change Control Board Representative - State (Proposed)

4.3.3 **Quarterly or Bi-Annual Meetings** (at a minimum) should be established in advance and dates/locations set with all members. Some conference calls may replace meetings. Invite related group representatives (ECC Chief, CA Dispatch Steering Committee, etc.) to make presentations. Publish meeting dates.

5 ROSS Administration

5.1 NEW ROSS Sites.

5.1.1 All new ROSS sites must be submitted to the California ROSS Group (CARG) for approval.

5.1.2 Local Government agencies requesting ROSS will comply with OES Fire Branch Operations Bulletin #40. Agencies may download Bulletin #40 at:

5.1.3 http://www.firescope.org/reference-materials/reference-docs-oes.htm

5.2 ROSS Position Code approval process

5.2.1 The Authority to add Position Codes into ROSS is retained by the CARG via the National Interagency Coordination Center.

5.2.2 Should the need arise to create/add a Position Code into ROSS that is not currently utilized by NWCG the following process shall be adhered to:

5.2.3 Local Unit/Forest will submit the position code to a CARG member (see attachment "A") with the following information.

5.2.3.1 Description of position

5.2.3.2 List the formal training that may be required for the position.

5.2.3.3 ICS functional area, i.e. Plans, Ops, etc..

5.2.4 The CARG member will submit the request to the appropriate representatives who will review, research and/or approve.

5.2.5 CARG may submit the proposed position code to NICC for its consideration as a nationally used position code.

5.3 ROSS Change Control Process

5.3.1 Nationally, there is a process for any ROSS user to submit change requests through the ROSS help desk.

5.3.2 The CARG will appoint a representative from the dispatch community, to the ROSS Change Control Board for a term of two years. This person will represent the interests of the California agencies as well as the national dispatch community. The terms will alternate between a California Federal employee and a State employee. The appointee will become a member of the CARG.

5.3.3 A change request is defined as a suggestion to improve or modify the system. These requests may be submitted to the ROSS help desk by email (ross_suggestions@dms.nwcg.gov) or phone (1-866-224-7677) Information with each submission should include the following: Date, name, email, phone number, Unit/Forest ID, agency and a description of the change, suggestion or idea.

5.3.4 The ROSS Change Control Board Member will receive a list of the suggestions from the help desk and bring them to the CA ROSS Business Practices and Standards working team for prioritization prior to the ROSS CCB meeting.

5.3.5 For ROSS software problems contact the ROSS Help desk for resolution. The ROSS Help desk will notify the person if it is a known problem, training issue or an enhancement.

5.4 Roles and Responsibilities:

5.4.1 A complete list and detailed description of accounts and roles is located at the ROSS homepage: http://ross.nwcg.gov/ > Documents Library > Production Documents > "*Access Role Descriptions*"

5.4.2 Units should make their own policy for administrative access to ROSS. There should be a minimum of one primary and one alternate at each unit to administer the ROSS resource data. This will require yearly maintenance, prior to fire season and also each time personnel transfer or new equipment or crews are brought on line. **There should be no reason for outside personnel visiting the unit to have administrative access to a unit's resource data.** Roles provided to a person assigned to help the unit should also be removed when their assignment is over. GACC personnel or designated "super-users" will normally have full access to all units, to assist the unit but will not change anything without conferring with the ECC Manager.

5.5 Suggested roles for ROSS user accounts:

5.5.1 For suggested roles refer to:

5.5.2 http://ross.nwcg.gov/

5.6 and http://ross.nwcg.gov/documentslibrary/production/ROSS_Access_Role_Descriptions_v2.13_Jan2011.pdf Selection Areas

5.6.1 There are three ordering affiliations available in ROSS: Selection Area, Direct Order, and Place Up. In addition to these, there are several other functions in ROSS that facilitate the placing and filling of requests.

5.6.1.1 In most cases, the 'Selection Area Affiliation' in ROSS will serve to replicate current business practices governing who can place a request to whom. Due to the complexity of all the possible combinations; the GACC's will be responsible for setting up these affiliations for all Units in ROSS. For the Mutual Aid system, each OES Region will set these affiliations for the operational area within the region. OES Headquarters will set the selection areas for the Regions. If there are problems, additions or changes to your Unit's affiliations, please contact your agency's ROSS Administrator at the respective GACC. The only approved deviation from normal dispatch ordering channels will be those that are negotiated by agreement.

5.6.2 Below are the descriptions of these ordering affiliations:

5.6.3 Selection Area

5.6.3.1 Allows a Parent Dispatch Center to set up a Selection Area for their Subordinate dispatch centers. (All incidents regardless of the host)

5.6.3.2 Parents may limit authorization to order down to the Category (i.e. all air tankers)

5.6.3.3 Place Up Authorized in selection area allows receiving unit to place up to parent. "Place Up Authorized" not recommended.

5.6.4 Direct Order:

5.6.4.1 Allows a Parent Dispatch Center to set up a Direct Order affiliation for their subordinate dispatch office. Direct Order Affiliation must be limited to a specific Catalog Category (i.e. Air tanker) and may be further restricted to a specific catalog item (i.e. Air tanker, Type 1)

5.6.4.2 The Direct Order Affiliation only allows the Unit that receives the request to fill or UTF a request placed to them via direct order.

6 Problem Escalation Process

6.1 ROSS Application Issues

6.1.1 For ROSS application problems/technical assistance:

- Use help menu in Active ROSS, this will take you to help for the current screen
- Contact neighboring unit(s)
- Contact local unit ROSS subject matter expert
- Contact GACC
- Contact ROSS Help desk at: 1-866-224-7677 or email at helpdesk@dms.nwcg.gov

6.2 Hardware/Network/Connectivity Issues

6.2.1 For individual PC/hardware issues, report them through your normal PC support channels.

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- Site outages caused by network-related problems should be reported through the normal channels used to report PC and network problems.
- You can confirm the status of the ROSS server by calling the automated ROSS Server Status system at 1-866-224-7677.
- For site-specific trouble shooting, see section 13 ROSS Business Continuity & Recovery Plan The GACC shall be notified whenever a site is experiencing an "outage" so other arrangements can be made.
- The GACC will ensure that the appropriate California ROSS Project managers are notified of the problem.

6.2.2 In the event of an area-wide outage usually caused by network problems, the GACC personnel will contact IT Technical Support direct.

6.2.2.1 For CAL FIRE systems: During normal business hours,

- Contact the CAL FIRE local ITS coordinator. After normal business hours, contact the CAL FIRE IT Duty Officer via Pager (916) 423-9458**.**
- In addition, the CAL FIRE ROSS Project Manager should be notified.

6.2.2.2 For Altaris CAD to ROSS interface issues:

- Confirm ROSS is working properly on a stand-alone system. If ROSS is not working on the stand-alone system see section 2.2.1 for reporting procedures.
- If ROSS is working properly on the stand alone system, contact the CAD Support Pager (CADSupportPagerList@fire.ca.gov)
    - Explain the problem in detail to the CAD Support technician. The technician will determine the next step.
    - After troubleshooting, the CAD Support technician will determine the need to contact the ROSS Help Desk.
    - At this point, the CAD Support technician will be the primary contact for ROSS technical support.

6.2.2.3 For Forest Service Systems: Contact End User Support Center (EUSC) at (888) 426-3872.

6.2.2.4 For Bureau of Land Management contact your local or State Office IT

6.2.2.5 For National Park Service, contact your local or Regional IT

6.2.2.6 For Contract Counties, contact your local IT

6.2.2.7 For Local Government ROSS command centers, contact your local IT

6.3 Links and Other Help Sources

6.3.1 ROSS help sites

- National ROSS Webpage: http://ROSS.nwcg.gov
- California ROSS Webpage: http://www.fs.usda.gov/detail/r5/fire-aviation/management/?cid=stelprdb5366898
- ROSS Helpdesk E-mail: helpdesk@dms.nwcg.gov
- ROSS Helpdesk Phone Number: 1-866-224-7677

7 Data Standards and Requirements

7.1 Maintenance Requirements

7.1.1 ROSS Data Administrators at each site are responsible for entering and maintaining accurate resource data for their site.

7.1.2 Note: Data administrators are no longer able to edit organizations and related information. The National ROSS help desk must make all changes. Refer to Attachment C.

7.1.3 Data Administrators will only enter or modify data under their control.

7.1.4 It is recommended that common locations, such as district offices, fire station, helispots, request number blocks that need to be split, geographic features, etc, be entered and updated prior to fire season each year.

7.1.5 Data Administrators should do a complete data "clean up" after January 1 and prior to fire season.

7.2 Resource Naming Standards

7.2.1 Data Administrators will ensure that all data follows the California data standards for naming conventions. (Refer to CA ROSS Implementation Plan appendix O).

7.3 Status, Rosters and Manifests

7.3.1 A complete resource availability status shall be updated daily by 1000 hours or earlier per Agency needs.

7.3.2 Equipment and Crews:

7.3.3 When responding off-unit or out-of state, all Wild land agencies will roster. Rosters must be completed prior to re-assignment or release from initial incident.

- Private Hire/Contract Equipment and Handcrews will not be rostered in ROSS.

7.3.3.1 Federal:

- All federal resources will be rostered before leaving the unit.
- Contract crews can be manifested.

7.3.3.2 CAL FIRE:

- CAL FIRE will roster the resources using the following qualifications:
- Engines: Engines will be statused with configuration,
  - Example: CAL FIRE engine supervisors' qualification of ENOP and the CAL FIRE engine crew members' qualification of FFT2.
- Type 3 engines with "3-0" staffing will be set available to GACC. Engines with less than "3-0" staffing and camp engines will be statused as "Local Only"
- Dozers and Dozer Tenders will be rostered.
  - Dozer's with DZIA
  - Dozer Tenders
- Crews: Crews will be rostered with the crew captain only. Show the qualification as CRWB. Crews will be assumed to have a count 17 when planning for meals. The need to include the number of inmates is no longer necessary.

7.3.3.3 Contract Counties will roster when Type 3 Engines leave the unit.

7.3.3.4 Local Government resources are not required to be rostered.

7.4 Aviation Resources

7.4.1 Airtankers:

7.4.1.1 Airtankers will be filled using the assigned tanker number. ROSS rosters are not applicable to this resource.

7.4.2 Helicopters:

7.4.2.1 For all Federal Call When Needed (CWN) helicopters, support requests will be generated for the manager and crewmembers.

7.4.2.2 For Federal Exclusive Use helicopters will be filled with a rostered module.

7.4.2.3 For State CWN helicopters, support request (preferred method) or separate O#'s can be generated for the manager.

7.4.2.4 For State owned and operated helicopters, will be filled with a roster, which includes the helicopter pilot.

7.4.3 Air Attack Platforms:

7.4.3.1 Federal and State Air Tactical resources will be ordered with configuration and filled with roster that includes the ATGS.

7.4.3.2 If only the aircraft is ordered, there will be no roster. A support request can be created later for the ATGS so the two resources are joined.

7.4.4 Lead Planes & ASM:

7.4.4.1 Lead Planes and ASMs will be ordered "with Configuration" and filled by tail number and will be rostered with pilots name (and ATGS if ASM) and call sign (i.e. "Lead 59"). Pilot swaps will be documented by using additional subordinate requests. If an aircraft is swapped, document with a new request for a replacement aircraft. Attach a new roster (pilot name) to the new aircraft.

7.4.5 Smokejumper:

7.4.5.1 A roster can be done for all smokejumpers that jump or support orders can be created, but will be filled upon completion of the mission by the GACC. Smokejumper boosters will be requested as single Overhead numbers. Extra smokejumper planes will be requested as aircraft.

7.4.5.2 Smokejumpers sent IA out of state will be sent with a ROSS roster.

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STATUS and ROSTERING MATRIX

Federal	Statused by		Availability Area			Fill w/ Roster
Resource Type	GACC	Controlling Unit	Local	GACC	National	
Airtanker (Nationally statused by NICC)	NICC	NICC			X	
Air Attack			Locally determined	Locally determined	Locally determined	X
Leadplane	X				X	X
ASM	X				X	X
SMJ Aircraft	X				X	X
Type 1 Helicopter		X Exc.			X	X
Type 2 Helicopter		X Exc.			X	X
Type 3 Helicopter		X Exc.			X	X
Type 1 IMT	X				X	X
Type 2 IMT	X				X	X
Engine		X	X	X	X	X
Contract Engine		X			X	
Dozer		X		X		X
Type 1 Crew IHC		X	X	X	X	X
Type 2IA or 2 Crew		X	X	X	X	X
National Contract Crews		X			X	
Overhead		X	X	X	X	

STATE	Statused by		Availability Area			Fill w/ Roster
Resource Type	GACC	Controlling Unit	Local	GACC	National	
Airtanker		X		X		
Air Attack		X		X		X (ATGS only)
Type 2 Helicopter		X		X		X (Section 3.4)
Type 1 ICT	X			X		By the GACC
Type 3 Engine 3-0 staffing and above		X		X		X
Camp Engines		X	X			X
Dozer		X		X		X

STATE	Statused by		Availability Area			Fill w/ Roster
Type 1 Crew		X		X		X (*CRWB only*)

- National Contract Crews are available nationally unless committed on preposition or an incident.
- Contract Engines will be statused at the upper Preparedness Levels at the request of the GACC.
- Resources responding out of state are always required to have a roster.

7.5 Hired Equipment

7.5.1 FOREST SERVICE,

7.5.1.1 Contracts/VIPR DPL lists will be entered into ROSS as required by national direction. (Reference National Interagency Dispatch Standard Operating Guide for Contract Resources, May 2009). These contracts resources will be entered into ROSS databases under "Contracts" and filled using the "Contracts/Agreements tab. All other "Contracts" resource will be filled in ROSS using "Fill with Agreement". (See Section 8.5)

7.5.2 OTHER FEDERAL AGENCIES,

7.5.2.1 Contracts resources will be entered into ROSS databases under "Contracts" and filled using the "Contracts/Agreements tab.

7.5.2.2 Contracts/ incident only EERA resources not created in ROSS as a "Contracts" resource will be filled in ROSS using "Fill with Agreement". (See Section 8.5)

7.5.3 CAL FIRE,

7.5.3.1 Contracts/EERA resources will be filled in ROSS using "Fill with Agreement". (See Section 8.5)

7.5.3.2 CWN helicopters will be filled in ROSS using Contracts/Agreements tab.

7.6 OES/Local Government dispatch hierarchies

7.6.1 OES owned equipment will be entered per ROSS Data Entry Standards

7.6.2 http://www.fs.usda.gov/Internet/FSE_DOCUMENTS/stelprdb5366925.pdf

7.6.3 All local government equipment dispatched via a CAL FIRE Local government Dispatch contract will be entered under that CAL FIRE dispatch center.

7.6.3.1 CAL FIRE Command Centers have the option to allow Local Government resources they use on I/A incidents to reside in the most appropriate ROSS database.

7.6.3.2 Centers must keep OES Strike Team identifiers in the Operational Area (X) database.

7.6.4 All local government equipment with their own dispatch centers that are non-ROSS users will have their equipment entered by the operational area under the operational area dispatch login.

7.6.4.1 In the event the operational area is a non-ROSS user, the OES Region will stand in for data entry and status roles.

7.6.4.2 Local Government and OES engines

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- RECOMMEND these resources be maintained as Available/Local in ROSS for all engines available on the CAD. If a local fire department reports an engine out of service it will be changed to unavailable in both CAD and ROSS.

7.7 WEB Status

7.7.1 Web status for Vendors

7.7.1.1 Application of this feature will be determined by agency policy.

7.7.2 Web Status Agency Overhead

7.7.2.1 Application of this feature will be determined by agency policy.

- See the ROSS Web site for Quick Reference Card on web-statusing.

7.7.3 Three levels of status/availability:

7.7.3.1 Local-Available local area only. The resource can be seen by the home dispatch center.

- Incident Management Team personnel who are on call should be statused as "Available Local" only, in order to avoid appearing to be available as an individual resource to the GACC.

7.7.3.2 GACC-Available within the GACC. The resource can be seen by the home unit and the GACC.

7.7.3.3 National-Available anywhere in the nation. The resource can be seen by the home dispatch center, the GACC and NICC.

8 Dispatch

8.1 Mandatory ROSS Input Requirements

8.1.1 Commitment of aircraft will be entered at the time of dispatch so aircraft status will be current.

8.1.2 Commitment of crews will be entered within ten (10) minutes.

8.1.3 If, after thirty (30) minutes, it appears the incident will continue to impact a unit's resource base, unit equipment and overhead resources will be entered into ROSS.

8.1.4 Any requests for resources from outside the unit, other than I/A, must be entered and placed in ROSS immediately.

8.1.5 All incidents, to which federal resources respond, require a financial code. For emergency incidents, the code is generated by the FireCode program and entered into ROSS, allowing all federal units to use the same charge code. The federal unit initiating the incident will put the FireCode into ROSS.

8.1.5.1 Non-federal units that have interagency or collocated federal partners. The federal partner will generate the FireCode.

8.1.6 Example: If Shasta Unit has an incident with federal resources assigned, Shasta-Trinity National forest will generate the FireCode for the incident.

8.1.6.1 The first federal unit assisting a standalone non-federal unit will also generate the FireCode and enter it when they fill a request.

8.1.7 Example: Mendocino Unit (CAL FIRE) has a fire and requests resources from Mendocino National Forest. Mendocino National Forest will generate the FireCode for the Mendocino Unit's incident.

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8.1.8 The exception to this practice is when a non-federal unit has an incident, which is *outside* of the GACC and the federal unit is unable to create the fire code. The GACC that has the incident will create the FireCode.

8.1.9 Example: Santa Clara Unit (CAL FIRE) has a fire and they request that Stockton Reload Base (USFS), which is located in SOPS and managed by the Stanislaus National Forest. Be opened and used to support the fire and it is the only federal resource that is connected to the incident. The Stanislaus National Forest, who manages the base, will contact SOPS and SOPS will advise NOPS to issue a FireCode for the incident.

8.1.10 Forest Service FireCodes require a preface of P and then the region number (or alpha character if responding to a non-FS incident) before the FireCode. They also follow the FireCode with a unique Region/Unit override code. Example: P5C2HL 0505. In this example, the C2HL represents the FireCode and is usable by the Department of Interior Agencies. P5 identifies the region, and the override 0505 identifies the specific forest.

8.1.10.1 Non-FS incidents have an override of 1502

8.1.10.2 The Forest Service can no longer utilize FireCode when they establish Preposition or Support incident orders. They will utilize a unique FS financial code (WFSU code) and the unique override for the Region/Unit. They will also open a FireCode for DOI resources to charge to if they fill a request for preposition or support. Both of these will be put into ROSS as the financial codes.

- Example: ONC Support - Incident Number CA-ONC-00009
- FS Code WFSUNO 0520
- DOI Code C7XX

8.1.10.3 The Forest Service may use the P-code/FireCode when supporting a single incident. The WFSU codes will be utilized when supporting multiple incidents and then only salary is charged to the WFSU code.

8.2 Transfer of Information from CAD to ROSS

8.2.1 The use of Altaris CAD to ROSS interface will be required for all CAL FIRE ECC's.

8.3 Requests

8.3.1 Out-of-Unit Resources: Requests, other than initial dispatch, for out-of-unit resources must be placed through the GACC.

8.3.2 Name Requests:

8.3.2.1 The ordering unit must confirm availability for the individual being requested prior to placing the request.

8.3.2.2 Name Requests will be UTF'ed back to the requesting agency if the individual is not available. The request will be cancelled and the incident notified.

8.3.2.3 If the position is still needed on the incident a new request will be generated and placed/filled appropriately

8.3.3 General information

8.3.3.1 Communication between the local ECC and the GACC is paramount during high fire activity. The GACC will normally place a phone call to the ECC when a request is placed to that unit. In times of high fire activity there may be times when this is not

done but ECC's should expect requests in ROSS. Monitoring the Pending Request Screen and correctly setting up the Action Notifier in ROSS so that you are prompted when a request is placed should be mandatory and is the responsibility of the ECC to monitor. **When activity involving the OES ordering system is initiated, it is mandatory that a call be made, as these sessions may not be monitored as closely as the wild land agency sessions.** Use of Documentation and placing a call to the GACC when no more resources are available should be done so that time is not wasted placing needlessly requests. This issue is complicated by changing shifts at the GACC and ECC, escalating incident numbers and needs, and improper statusing which will show a resource available when it is not really available. Open communication is something we all need to practice.

8.3.4 Subordinate requests

8.3.4.1 ROSS assigns subordinate request numbers to the resources that are filling positions on an assignment roster for a parent request that has been filled with a configuration. Members of an overhead team, fire crew, exclusive use helicopter, engine, etc. may fill a subordinate request as part of an assignment roster (see Roster Screen for complete list).

8.3.4.2 For example, the parent request for a Type 6 Engine is request number "E-16" the subordinate crew members on the assignment roster would be numbered, "E-16.1," "E-16.2," "E-16.3," and so on.

8.3.4.3 When adding subordinate requests:

- You can add a subordinate request only to a parent request filled with a configuration.
- Either the sending or receiving unit may add a subordinate request to a parent request. When rotating personnel, the receiving unit may permit the sending unit to add additional subordinate requests on rare occasions.

8.3.4.4 **Example #1**: A parent request has been filled with a configuration for an exclusive use type II helicopter and the resource is currently "At Incident." The receiving unit (Incident Host) should create subordinate requests for replacement helicopter crew members as needed.

8.3.4.5 **Example #2**: A parent request has been filled with a configuration for an exclusive use type II helicopter and the resource is currently "Reserved." The filling unit can create a subordinate request to add an additional trainee to the assignment roster.

8.3.4.6 **Example #3**: A parent request has been filled with a configuration for an engine. The receiving unit can create a subordinate request to replace a subordinate released for an emergency. When created, select the (default) radio button option "Place Directly with Filling Organization".

8.3.4.7 **Add Documentation action**. Documentation is mandatory when permission is granted by the receiving unit for a subordinate request to be added by the sending unit.

8.3.4.8 **Add Documentation action**. Documentation is mandatory when a subordinate request for a replacement resource is placed through the established ordering chain rather than direct to the filling unit.

8.3.4.9 A Preorder cannot be selected when adding a subordinate request.

8.4 Quick Fill

8.4.1 Quick fill is for unit resources only.

8.5 Fill with agreement

8.5.1 Do not use the "fill with agreement" function if the resource is in the database.

8.5.2 CAL FIRE ECC's will use "Fill with agreement" for hired equipment. Hired equipment should not be included in the ROSS resource database.

8.5.3 Naming Conventions

8.5.3.1 Refer to ROSS Documents Library at http://ross.nwcg.gov/

8.5.3.2 Unique identifier may be added at end of name

8.6 Aircraft Dispatching

8.6.1 For all air resource movement, the minimum information needed to process the order is lat/long, frequencies, hazards, reload base, and mission priority. Air or ground contact, elevation and descriptive location information should be given, if known, but should not hold up the order. All other required information, job code etc, will be passed when complete. The intercom will be used for IA Aircraft/ followed by the order in ROSS (Refer to Attachment B "Intercom/Dispatch Net Use".) For GACC to GACC IA aircraft requests refer to the CA MOB Guide.

8.6.2 Initial Attack

8.6.2.1 Unit will direct dispatch the closest air resources within the established "zone of influence".

8.6.2.2 Unit will complete the Header Information and commit the resources in ROSS.

8.6.2.3 The unit will notify the GACC by use of the intercom.

8.6.2.4 The dispatching unit will provide full dispatch information to the airbase or helibase per the Intercom Instructions (See Attachment B, "Intercom/Dispatch Net Use").

8.6.2.5 The dispatching unit shall provide ATD and ETA information (See Travel Section 8.11) then notify the ordering unit, and GACC via the Intercom.

- Use ETD and ETA when using the Travel with Itinerary feature.

8.6.3 Additional Requests:

8.6.3.1 After utilizing air resources from zone-of-influence bases, Units will place all other requests in ROSS to the GACC. The requesting unit will advise the GACC via the intercom. The GACC will receive this information in ROSS.

8.6.3.2 The GACC will place the aircraft requests in ROSS to the providing units for fill.

8.6.4 Status:

8.6.4.1 Aircraft released to their home unit will be placed in the appropriate status (available/not available, etc.) upon landing.

8.6.5 Reassignment/Divert Tactical Aircraft:

8.6.5.1 Reassigned aircraft while MOB en route will show an outstanding request back to the original requesting unit.

8.6.6 Aircraft Types:

8.6.6.1 The following information is pertinent to the dispatching of individual aircraft types:

8.6.6.2 Airtankers:

- All airtankers are released from incidents each evening and requested again the following day if needed.
- If an out-of-GACC **Federal** airtanker is filled on an incident, the tanker will be released each evening. If we have permission from the sending GACC to keep the tanker, it will be reassigned to a California GACC pre-position order in ROSS. It can then be reassigned to new local incidents, and provides payment documentation. The tanker will remain on a GACC pre-position order in ROSS when not assigned to a local incident, until it is moved out of the GACC on another order or returned to the base who sent it.

8.6.6.3 Helicopters:

- Helicopters ordered and filled in ROSS will remain assigned on incident. They may be kept on incident orders until they are not needed.
- Helicopters do not need to be re-requested each day.
- CAL FIRE: To fill a CWN helicopter, the unit will access the resource under the Contracts/Agreements Tab. Click on the non-local resource radio button, and then fill the request with travel information included.
- Federal: CWN helicopter request need to placed to the GACC

8.6.6.4 Air Attack:

- If a Federal exclusive use or an out-of-state exclusive use Air Attack is filled on an incident, it can remain assigned to the incident until released. The Air Attack will remain on a GACC pre-position order in ROSS when not assigned to a local incident, until it is moved out of the GACC on another order or returned to the sending unit.

8.6.6.5 Lead Planes/ASM:

- On CAL FIRE fires, Lead Planes and ASMs are to be released from incidents each evening and requested again the following day if needed.

- On Federal fires, Lead Planes and ASMs remain assigned to the incident until released.

8.6.6.6 Call-When-Needed Fixed-Wing (CWN Aircraft):

- CWN Aircraft will be ordered through the established dispatch channels.

8.6.6.7 Smokejumpers:

- IA orders for Smokejumpers will be requested as “Load, Smokejumper, Initial Attack”. A flight plan is required only if leaving the GACC.

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- Smokejumper Booster orders will be ordered and filled as Overhead, with individual request numbers.

8.7 Water Tenders

8.7.1 Initial Attack requests:

8.7.1.1 In order for closest available Water Tenders to be recommended, requesting units should use "Tender, Water, Type Any".

8.8 Requests to Interagency Centers

8.8.1 An outstanding request placed by a GACC to the Unit will first be placed internally to the Unit having the same parent agency as the requesting Unit.

8.8.1.1 If UTF, other agencies within the unit may attempt to fill.

- For example, the Sierra NF (Parent Agency=USFS) generates a request that eventually is placed [through South Ops and North Ops] to Susanville dispatch. The CA-SNF incident ID would identify the first-right-to-fill to the Lassen NF (Parent Agency=USFS), so the Susanville dispatcher internally checks availability of LNF Forest Service resources first. If no LNF resources can fill the order, the Susanville Interagency ECC Dispatcher can consider the other agencies dispatched by Susanville: NOD, LNP and LMU. This allows the other agencies represented by Susanville to consider the request.

8.8.1.2 If Unit is unable to fill from any of their "represented" agencies, the Unit will "UTF" the request to the GACC.

8.8.1.3 Agency specific resource requests will be either filled by that Agency or UTF'ed.

8.8.1.4 This procedure does not apply to out-of-state orders.

8.9 Fill or UTF Time Limits

8.9.1 Thirty (30) minutes is the allotted time guideline for processing requests, either by a "Fill" or "UTF". During periods of high activity, there will be exceptions. Dispatch centers are encouraged to communicate with each other when the 30 minutes does not seem practical.

8.10 Release

8.10.1 Excess resources will usually be released upon completion of demob.

8.10.2 The Tentative Release function will be used as directed by the GACC to indicate that out-of-unit resources are becoming available. (See section 11.11)

8.11 Travel

8.11.1 Travel information is extremely important to the receiving unit and must be taken seriously. Make sure this field is filled in as accurately as possible. Do not put unrealistic ETA times in this field and take extra care when estimating delivery time. Updated travel times can be edited into the request by the filling unit or the GACC if one of the units in the ordering chain is contacted before the ETA time is met. A follow-up phone call is advised

8.11.2 For IA assignments, filling (ETD/ETA) or placing "at Incident" is acceptable.

8.11.2.1 For Aircraft Travel, the ROSS program asks for Actual Time of Departure (ATD) and Estimated Time En route (ETE), (i.e. 1 hour + 10 minutes). The program calculates

the Actual Time of Arrival, but does not display it on the screen. This is slightly different from the travel itinerary for Equipment, Crews and Overhead.

8.11.3 Travel information will be completed for all ground resources traveling to or from incidents per agency policy.

8.11.4 Travel information should be completed in sufficient detail that a route of travel can be determined. **This means including ALL legs of travel**.

8.11.5 Units will be using the ROSS Travel Itinerary function to document and confirm travel itineraries and schedules within the State and out of State.

8.12 Frequency Requests

8.12.1 All frequency requests shall be placed to the Region/GACC.

8.13 Closing Incidents

8.13.1 A status check of all open incidents must be completed daily.

8.13.2 Designate a time during a shift (either day or night) that a status check/clean-up will be done. Ensure that when incidents are re-opened for research, they are closed as soon as the information needed is retrieved.

8.13.3 If all resources are closed, reassigned, or cancelled on an incident, then the incident should be closed upon completion and can be reopened as needed for cost recovery and billing information.

8.13.4 Each unit will ensure that released resources are placed in the appropriate status.

8.13.5 If requests are pending, check to see if they still need to be placed or filled.

8.14 Notifier Use

8.14.1 Notifier will be used to alert dispatchers of ROSS activity. Be sure to set your personal notification settings for the job i.e. (IA dispatcher vs. expanded dispatcher) you will be doing that day when logging on. This must be completed for each center that you login into, but only once for that center.

8.15 Contract County Use of ROSS

8.15.1 Contract Counties are responsible for inputting their incidents into ROSS.

8.16 Replacement of lost/broken supplies after Returned From Assignment

8.16.1 If a resource arrives home from an assignment and determines that replacement supplies are needed the following procedures will be followed within 30 days of demobilization:

8.16.1.1 Determine the type and amount of supplies needed to be purchased by the local agency

8.16.1.2 The incident will be contacted for approval of this supply purchase (name and position of the person giving/denying the approval will be obtained)

8.16.1.3 Supply Support requests will be created and filled/released appropriately

8.16.1.4 Documentation will be added to the request(s) including the name and position of the person at the incident giving the approval

8.17 Unified Ordering Point

8.17.1 When an incident involves more than one jurisdiction and a Unified Command is activated, a Unified Ordering Point (UOP) shall be agreed upon by the Unified Command ICs; all requests for resources in ROSS shall be made by the UOP.

8.17.2 The purpose of the UOP is to all agencies involved in the incident the opportunity to fill requests at the lowest level, including the use of local mutual aid assistance, to avoid duplication of orders and to provide a single system for tracking resources for cost share agreements. For additional information and guidelines regarding the UOP refer to the California Mobilization Guide.

9 Intercom/Dispatch Net

9.1 See Attachment B

10 Mutual Aid Resource Ordering

10.1 In-state ordering

10.1.1 Place all local Government non-ROSS resource providers into the OES operational area dispatch center database or the active ROSS I/A dispatch center.

10.1.1.1 With the exception of local Government non- ROSS users; resource provider Fire Departments that are dispatched directly via contract agreement by CAL FIRE, Contract Counties or Contra Costa County.

10.1.2 Wild land agencies will set up a Contract/Agreement between the agencies involved in their local agreement.

10.1.2.1 Dispatch centers have the option to attach resources to the agreement once the agreement is created or at the time of dispatch.

10.1.2.2 This allows the resource to remain in the OES operational area, or the active dispatch center, and be available to the wild land agencies through the Contracts/Agreement Tab.

10.1.3 Wild land agencies can fill local agreement orders for single increment resources or strike teams by utilizing the Contract/Agreement Tab. This process does not apply to Overhead Team members. (Refer to 11.15)

10.1.3.1 Orders for resources beyond the local agreement and requests for Strike Teams will be placed to the OES operational area dispatch center where the fire is occurring.

10.1.3.2 The agency responsible for the OES operational area will login to that center's database after the resource is released from an incident and set that resource available.

10.1.4 When an agency utilizes the Contract/Agreement Tab to fill a resource that same agency shall ensure the resource is set as available after returning from assignment.

10.1.5 Resource ordering via the California Fire Assistance Agreement and/or California Master Mutual Aid Plan will be placed to the OES operational area dispatch center for processing.

10.1.5.1 Local Government, (LG) single resource overhead orders will be placed to the local operational area for processing. If a LG overhead cannot be filled at the local Operational Area it will be placed up to the OES Region level and if necessary to OESH for processing.

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10.1.5.2 OES Overhead Request form to justify the name request must accompany name Requests for local government personnel. OES will deny the request without the justification. The form is available on line: http://www.oes.ca.gov/Operational/OESHome.nsf/PDF/NameRequestMemo/$file/NameRequestMemo.pdf

10.1.5.3 In ROSS, the GACC will place it to California Office of Emergency Services (OES) Headquarter, CA-OESH.

10.1.5.4 Local Government Name requests are placed to CA-OESH , who in turn places the request to the appropriate Operational Area. CA-OESH takes action on in state and out of state name requests for Local Government Name requests.

10.2 Processing out-of-State requests for OES/Local Government resources.

10.2.1 Out of State Requests will be placed to OESH for processing,

10.2.1.1 Except for local agreements and procedures

10.2.2 Name Requests for local government personnel must be accompanied by the OES Overhead Request form to justify the name request. OESH will deny the request without the justification. The form is available on line:

http://www.calema.ca.gov/FireandRescue/Pages/Documents-and-Publications.aspx

- The GACC will receive the request in ROSS.
- In ROSS, the GACC will place it to California Office of Emergency Services Headquarters, CA-OESH.
- OESH takes action on all out of state Local Government Name request.

10.3 Out of State Requests for CAL FIRE resources

- Refer to 8100 Procedure # 600

10.4 Out of State Ordering for Local Agreements

10.4.1 Agencies with a Local, Automatic or Mutual Aid agreement in place across state lines may request that direct ordering be allowed and the selection area opened in ROSS.

10.4.2 Orders will be for Initial Attack Resources only. Further requests should go through the established ordering process (see 10.2).

10.4.3 IA resources will be limited to Equipment and Overhead.

11 Additional Dispatch Information

11.1 Transferring/merging Incidents

11.1.1 Merging of Two Incidents:

11.1.1.1 For two incidents that were created within the same dispatch center, you can merge them into one incident.

- For example, San Luis creates two incidents in the Hwy 46/Hwy 1 area that they originally thought were two separate fires. They used Incident # 123 and 124.
- After the first unit goes on scene, they realize they only have one incident.
- The location for incident for 123 is correct, and will need to have the resources on 124 merged into it.
- Incident 124 is the source incident, and 123 will be the destination incident.

11.1.1.2 The destination incident will keep their original request numbers.

11.1.1.3 Those resources that were on the source incident will be moved onto the destination incident and assigned new request numbers.

11.1.2 Complex / Merge

11.1.2.1 Once the decision is made to manage fires as a 'Complex' the Dispatch Office should refer to the ROSS Module Summary for Complex Incidents. http://ross.nwcg.gov/ > Module Descriptions > Complex Incidents

- Managing incidents as a "complex" and "merging" incidents are two different things in ROSS.

11.1.2.2 Complex Incidents allows Dispatch Managers to identify a new incident as a 'Complex' and relate one or more incidents to it. The complex serves as an umbrella for other incidents, while keeping all the incidents open and active.

11.1.2.3 Merge Incidents allows Dispatch Managers to merge two open incidents together, resulting in one open incident. All requests merge into the one incident and reassigns request #'s. You cannot undo this merge, nor open the incident that was merged into the other.

11.1.2.4 Refer to the ROSS Module Summary for Merging Incidents. This is found on the ROSS website http://ross.nwcg.gov/ > Module Descriptions >Merge Incidents

11.2 Transferring an Incident to another dispatch center

11.2.1 When it is determined one incident has escaped the jurisdiction of one dispatch center, it can be transferred along with all the incident resources to the new center.

11.2.2 The original incident number is still kept unless changed.

11.2.3 With ALL users at the transferring ECC out of ALL screens associated with that incident, the incident dispatch center can then be changed to the new center.

11.3 Pre-positioning

11.3.1 Purpose: The purpose of "Pre-positioning" is to temporarily transfer resources within the ROSS database from one assigned agency to another assigned agency.

11.3.2 Examples of Acceptable Use:

11.3.2.1 CAL FIRE Move-up and Cover (Unit to Unit).

11.3.2.2 USFS Move-up and Cover (Forest to Forest).

11.3.2.3 USFS Preposition

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11.4 Reassign from a pre-position order

11.4.1 ROSS will ask if you want to reassign back to the original Pre-position order or send the resource home.

11.4.2 If the resource is staying on the original resource order number, ROSS will allow you either to assign a different request number or put it back on the original request number.

11.4.3 Release to preposition if possible. If link to pre-position is lost, contact GACC for new request on pre-position or other new instructions.

11.5 Documentation

11.5.1 Documentation is extremely important and requires extra attention from the dispatchers in the field. At both the GACC's and local ECC's documentation MUST BE VIEWED before processing requests due to the importance of information located there. Units will use this field differently but it is advised to be familiar with its use and view it regularly. Auto Doc should be turned off for most purposes.

11.5.2 Will be used by anyone in the ordering chain to document any pertinent information as related to the incident and/or the request.

11.5.3 It is to be used to document incident information only. Documentation is not intended to be used as a form of communication between dispatch offices.

11.5.3.1 "Incident documentation" is used to communicate information that applies to the entire incident. Only the primary site (the site where the incident was created) may enter incident documentation.

11.5.3.2 "Request Documentation" is specific to the individual request and is used to add specific information, cell phone, dietary needs, etc. for that resource. UTF information needs to be included in documentation when a request cannot be filled.

11.5.3.3 "Resource Documentation" should only be used for information that will not change that is associated with that particular resource. An example might be the CALFIRE vehicle "X" number or the license plate.

11.5.4 Personal remarks and comments are not to be entered into ROSS. ROSS printouts may be used in court.

11.5.5 All remarks shall be professional and specific to the resource information.

11.6 Special needs

11.6.1 The Special Needs field is an extremely important field that is not getting the required attention from dispatchers in the field. Only the creating unit can enter this information. Approval of specific elements here cuts down on time and work in all the ECCs filling requests. (Ex: Rental car, cell phone and laptop computers approved)

11.6.2 Additional requirements for the specific request

- Two operators on a water tender
- Rental vehicles authorized
- Self sufficient
- Double lunch

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- Double crewed
- Mechanic with service truck

11.7 Finance Code

11.7.1 The Finance Code field is a **mandatory requirement** when requesting local government resources to a Forest Agency wild fire.

11.7.1.1 If a Finance Code is not added to the Finance Code field, the request will default to the requesting agency fund for payment.

11.7.2 It is the responsibility of the Incident Commander to determine what finance code (Who Pays) each request will be ordered through and communicate their wishes to the requesting dispatch center.

11.7.3 It is the responsibility of the requesting dispatch center to add the finance code in ROSS.

11.7.4 In the Finance Code field, the dispatcher will fill in what "mission" (Who Pays) the local resources are being requested for.

11.7.5 State Mission or Federal Mission (generally perimeter control), may be

California Fire Assistance Agreement (CFAA)

California Cooperative Fire Management Agreement (CFMA)

Local Forest Agreement (LFA)

11.7.6 Local Mission (generally structure protection) may be

11.7.7 Master Mutual Aid (MMA)

11.7.7.1 The mission tasking will determine the method of payment.

11.8 Select Features

11.8.1 Specific items associated with specific resources. The available features are preset by NICC, but have to be enabled for each resource if they have that capability. Note: Using the "Select Features" field will restrict your available resource pool.

11.9 ETD/ETA Information

11.9.1 Travel information is extremely important to the receiving unit and must be taken seriously. Make sure this field is filled in as accurately as possible. Do not put unrealistic ETA times in this field and take extra care when estimating delivery time. Updated travel times can be edited into the request by the filling unit or the GACC if one of the units in the ordering chain is contacted before the ETA time is met. A follow-up phone call is advised.

11.9.2 The dispatch office for resources leaving the unit shall complete accurate ETD/ETA information. If resources will be resting over night, RON, or have travel arranged, an itinerary must be filled, including **ALL** legs of travel.

11.10 Release

11.10.1 Resources will be shown as released from an incident and may return to the pre-position order.

11.11 Tentative Release

11.11.1 The Tentative Release function will normally be mandatory in times of high fire activity where resources are being reassigned to other fires. This will only be done for resources that have not

timed out and are required to return home for R&R. Tentative Release times put into ROSS should reflect the time the resource would be available to leave the camp. Normal tentative release requirements will be 48 hrs. for crews that flew in on the NICC jet, 24 hrs for resources with vehicles that can be reassigned or other timeframes as dictated by the GACCs and or current events.

11.11.2 On type I or II incidents the GACC will contact the Unit to negotiate the time frames needed to show resources as available.

11.12 Ground Resource Reassignment

11.12.1 Resources that have been reassigned from mob-en route, will show an outstanding request back to the filling Unit.

11.12.2 That request number will be returned UTF'ed back to the ordering Unit and cancelled with documentation.

11.12.3 The GACC will get a new Request number from the ordering Unit and place out if still needed.

11.13 NICC Orders

11.13.1 Federal Agencies

11.13.1.1 Follow agency procedures

11.13.2 CAL FIRE:

11.13.2.1 For out of state requests for CAL FIRE resources refer to 8100 procedure #600

11.14 Strike Teams

11.14.1 As in the past, try to fill Engine and Crew Strike Team orders from the same Unit.

11.14.2 If a request will be filled from more than one unit, the Strike Team request is sent to the unit filling the strike team leader. That unit will fill the Strike Team identifier with configuration. The subordinate requests not filled by the original unit will be identified in the roster as determined by the GACC. When the original unit then fills the request, those subordinate requests are sent to the second unit, and that unit can fill those requests with any resource meeting the criteria. Dispatch offices must work together by phone to share information about meet-up locations and cell phone numbers to ensure the Strike Team travels efficiently.

11.14.2.1 If the original unit does not know where the remaining Strike Team resources are coming from, the unfilled subordinate requests can be placed up to the GACC to be farmed out.

11.15 Overhead Teams (Incident Management & Incident Command)

11.15.1 All IMT/ICT members will be entered into ROSS with the current, certified qualifications they hold on their team. This can be accomplished through manual entry (standard format) or imported from IQCS/IQS. It is the responsibility of the local Dispatch Office that **mobilizes** the team member (ROSS User) to ensure the person is entered into ROSS with the correct IMT/ICT qualification and has accurate status.

11.15.1.1 Phone calls and any mobilization notification procedures will continue as in the past.

11.15.2 Statusing

11.15.2.1 **IMT/ICT Team Name** will be statused in ROSS as "Available National" by the appropriate GACC that is responsible to deploy the team.

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11.15.3 **IMT/ICT Members** will be statused as "Available Local" when on 2, 8 or 24-hour call rotation.

11.15.4 Each ECC that dispatches any IMT/ICT member is responsible to obtain updated status & make the changes in ROSS.

11.15.5 Local Government IMT Members

11.15.5.1 Local Government Team Members may be dispatched or mobilized by a number of different entities throughout California, depending on their location and whether their Home Dispatch Office (ECC) is a ROSS User or not.

11.15.5.2 ECCs that are certified ROSS Users will be responsible to dispatch their IMT members, whether they are federal, state or local.

11.15.5.3 Federal and State agencies will accept the certification of a local team member's qualification, and assume they have all the requirements completed for their position qualification as per PMS 310-1. It is not the responsibility of the Forests or CAL FIRE Units to track local government member qualifications, as position certification documents will reside at the local government offices.

11.15.5.4 Local government team members retained for dispatching (ROSS User) by the local fire department, OES Operational Areas or county fire departments will ensure their IMT/ICT member is entered as the primary resource item (not under a contract) and accurately statused in ROSS.

11.15.5.5 Forests associated with the local government entities may also enter the same local government IMT member in their forest ROSS database as a duplicate, and may also dispatch the IMT member if the Home Dispatch Office is a non-ROSS User. They may also dispatch that local government member as a responding officer for the forest.

11.15.5.6 Forests must enter the secondary Resource Item (duplicated local government IMT Member) in their database using the following format:

IMT – Smith, John (IMT space dash space Last Name comma First Name)

This secondary resource item should only be qualified in ROSS as listed on the team roster.

11.15.5.7 The name of the IMT **will not** be designated on the Resource Item name for the duplicate, as IMT members often change teams for assignments due to a shortage of members. This naming convention should only be used for rostered IMT members. The IMT member is responsible to notify their local dispatch office of an IMT assignment. At that time, the local dispatch office will immediately status the shared IMT member in their database as "Unavailable".

11.15.5.8 Either the local government office, the Forest ECC or the IMT member may make the travel arrangements. Travel information must be communicated back to the ECC that fills the request in ROSS.

11.15.5.9 If the local government team member is dispatched through a Contract County or other local fire department that is a ROSS User, the request will be sent electronically **directly** to that dispatch office through ROSS.

11.15.5.10 If the local government team member is not under a local agreement with a Forest Agency they must be mobilized through the OES dispatching system as

"Assistance by Hire" The appropriate OES Region and OES Operational Area will receive the ROSS request if they are a ROSS User. The Resource Order will be faxed to non-ROSS user to insure the ordered person receives all pertinent incident information. Reimbursement will be processed by OES via use of the F-42.

11.15.5.11 Local government IMT/ICT members are responsible to keep their dispatch office updated on their status and certified qualifications for the team callout. They are also responsible to give their local dispatch office provider identifier and/or Forest (with MOU) identifier to the IMT/ICT team member creating the ROSS Master Roster, so the ROSS application will know which office to send the request to for filling.

11.15.5.12 Demobilization: When a local government team member arrives home, both dispatching offices of that person are responsible to change the persons status in ROSS to available (or if mandatory rest period is needed, change to available that date), or whatever status. It is the responsibility of the IMT/ICT member to be in contact with his/her dispatch centers. If this person is under a contract fill, the forest or CAL FIRE Unit will notify the home office so they can change the person in their normal database.

11.15.6Travel Arrangements

11.15.6.1 Local government IMT/ICT members are responsible to provide mobilization travel information to their dispatching office **if they are driving or make their own travel reservations (airlines, etc)**. If the dispatch office is making the reservations, they will enter the information in ROSS and inform the team member of the travel arrangements.

11.15.6.2 The Forests, CAL FIRE Units, OES Operational Areas or Local government personnel may make travel arrangements for overhead traveling on IMT/ICT assignments. If the person making the travel arrangements is not the dispatching office (ROSS User) the travel information must be relayed by fax, phone or email to the ROSS User dispatching office to enter into ROSS. This must be relayed in a timely manner, upon mobilization.

11.15.6.3 If the local government entity or the OES Operational Area does not have the means (travel agency, credit card, etc.) to make travel arrangements, it can be arranged by the Forest or CAL FIRE Unit with the MOU. This should be agreed upon at the beginning of the season, in advance of team mobilizations. Negotiations on who will make the arrangements and who will enter it in ROSS must be discussed in advance.

11.15.6.4 For IMT team travel, the Forest **or** local government entities may make the travel & in either case will be reimbursed under current agreed upon pay scales, with appropriate documentation.

11.15.6.5 If the local government entity or the OES Operational Area does not have the means (travel agency, credit card, etc.) to make arrangements for air travel, and no Forest or CAL FIRE Unit has an MOU in place to provide for air travel. The unit which holds the team roster will arrange the air travel. This should be agreed upon at the beginning of the season, in advance of team mobilizations. Negotiations on who will make the arrangements and who will enter it in ROSS must be discussed in advance.

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11.15.6.6 Back up documentation for travel arrangements to be reimbursed will be available from ROSS through COGNOS in the form of a report, and not necessarily the ROSS Resource Order Form. These reports can be accessed by the Albuquerque Service Center (ASC) **or** the Forest/Unit to attach to the billing package.

11.15.6.7 Local Agreement

Billing invoices for federal reimbursement are sent to ASC for processing and payment. However all bills must be certified at the local Forest unit before ASC will process them for payment. Therefore, all billing packages must be mailed to the address given in the local agreement.

CFAA

A Regional certifying officer must also certify Calif. Fire Assistance Agreement billing packages. The billing address is identified in the CFAA. Forest ECCs that receive billings from ASC should set up a process with associated local government ROSS Users, so that if the local government IMT person is sent on a federal team assignment, the request & travel information is faxed to the Forest ECC ahead of time. This information could be kept in a folder for validation when the bill comes many months later. In addition, the Forest ECC can access ROSS COGNOS reports.

11.15.6.8 IMT/ICT Ordering Protocol

11.15.6.9 Units are to contact their GACC prior to generating any IMT/ICT Team Requests, so roster updates can be confirmed.

11.15.6.10 When instructed, the ordering unit (Incident Host) will generate a single overhead request number for the specific type of team (Type 1 or 2) and place up to the GACC. You must enter initial briefing location, date & time for team members on this request in the Special Needs block, as well as approval of cell phones, rental vehicles and laptops.

11.15.6.11 The GACC will determine which team is up on rotation and contact the Team Incident Commander (IC). The Team IC will be given one hour to ensure their Team Assignment Roster is accurate. After one hour or contact by the IC, the GACC will fill the team NAME in ROSS. This will generate the subordinate requests for team members and place them to the home dispatch units (ROSS Users) for filling.

11.15.6.12 Notifications to all affected units with team members will occur, (via radio, phone, etc.) that a specific team has been mobilized and to fill their member in ROSS.

11.15.6.13 Units will notify and fill team members, then enter travel information as soon as it is available. If a member is not available, for any reason, the unit should immediately notify the GACC, who with notify the IC (or designate) for replacement. The unit would then UTF (Unable to Fill) the team member request, and enter the appropriate documentation.

11.15.7IMT/ICT Pre-Orders

11.15.7.1 IMT/ICT Pre-Orders will be built in ROSS by the Team/GACC, in coordination with IMT needs. IMT/ICT pre-orders should be reviewed by the IMT/ICT annually at a minimum.

11.15.7.2 IMT/ICT Pre-Orders must be coordinated with the receiving GACC.

11.15.7.3 The Incident Host ECC will deploy the pre-order, review it for duplicates or items already at the incident and delete the items not needed.

11.16 CCC Camp Crews

11.16.1 CCC Camp Crews will be maintained in ROSS by CDFH. CDFH will keep status of these crews. When a local CCC camp crew is utilized, a request for the crew shall be created and the crew should be filled on the Pending Request Screen, using the Contracts and Agreements Tab and the Non-Local Resource radio button. When a CCC camp crew is not available locally, the request can be placed to the GACC, or the CCC Duty Officer can be contacted per the CA Mob Guide and a crew can be assigned and filled locally using the same manner cited above. In all cases, the CCC Duty Officer is notified when a CCC Camp crew is committed and released, so that status can be kept correctly. When two or more CCC Camp crews are requested an Agency Rep may be assigned using a Support Order, or a separate O number may be requested.

11.17 Non-ROSS Local Government Overhead

11.17.1 Overhead from the non-ROSS using, local government Operational Area, who are on a Federal Incident Management Teams or a State Incident Management Teams, shall be listed as an overhead resource in the Forest Agency dispatch center that their Fire Department has a working agreement with. Refer to section 7.14.5 Their status will remain Available/Local at all times their Team is on call.

11.18 ROSS using Local Government Overhead

11.18.1 Overhead from ROSS using local government Operational Areas or those Operational Areas supported by a cooperating agency dispatch center will remain an overhead resource in the Operational Area. Their status will be maintained as Available/Local at all times their Team is on call. Their request will come to the Operational Area dispatch profile (X**C) and be filled at this location. It will be incumbent upon the individual Team member to contact his/her sponsoring forest to obtain travel support, if needed or required, and assure that this travel information is provided to the dispatch center filling the request so that it can be placed on the Travel screen in ROSS. A copy of the filled overhead request should be provided to the forest agency arranging travel.

11.18.1.1 It is very important for the individual overhead resource to be in contact with whichever dispatch center is managing his/her request and also the supporting forest agency that may do their travel and process their reimbursement under local agreement. Dispatchers as well must stay in communication with each other for these special resource situations.

11.19 Emergency Messages.

11.19.1 ROSS is not to be used for relaying emergency messages.

11.19.2 The documentation feature in ROSS can be used for documenting that the message was relayed.

11.19.3 For the purposes of relaying emergency messages, the home Unit may contact the Unit hosting the incident direct, via the telephone.

11.20 Retrieve Function

11.20.1.1 The “Retrieve” function is used when a request has been placed in error, *or can be filled by the local unit* or other means.

11.20.1.2 Contact the Unit where the request has been placed via the telephone.

11.20.1.3 Retrieve the request and document it.

11.21 Edit Request Function

11.21.1 Only the home Unit has the authority to edit/change a request until travel has started.

11.21.2 The initiating unit for any request has the ability to change certain fields at any time. This needs to be monitored specifically when the reporting location changes which happens regularly when an ICP is established or a staging area is set-up. It is the responsibility of the unit to manage their requests and update this information as needed.

12 Reports

12.1 2009 to Current Year Data - Cognos Reports

12.1.1 From the application itself, various standardized "canned" reports are queried using current time data for the current calendar year.

12.1.2 There are four categories of reports. The reports under the Status, Administration and Incident tabs are standardized reports. The User Community Reports are ADHOC reports generated by users for users with advanced Cognos skills.

12.1.3 To access reports users, must have a user login and password to the ROSS application.

12.2 Year Prior to 2009 Data – Data Delivery System (DDS)

12.2.1 From the ROSS website, you can access the DDS Archive Data Delivery.

12.2.2 The ROSS Data Delivery System is a repository which contains data, presented in Microsoft Access. The data repository is the solution for accessing data (not reports) from ROSS for previous calendar years.

12.2.3 To access the data, you must have a valid dispatch messaging system (DMS) username and password.

12.3 ROSS Data Imports to I-Suite

12.3.1 ROSS Data files are used in the I-Suite Application by Incident Management Teams. These files were originally accessed through the Data Delivery System which had been discontinued and replaced by the Cognos® User Community Reports. To access ROSS data files for I-Suite applications a Quick Reference Card has been developed which is on the I-Suite Web Page at: http://isuite.nwcg.gov/User_Support/index.html.

12.3.2 On the right side of the page is a list of cards and the ROSS Import Card 3/13/09, will instruct users how to move ROSS data files into I-Suite.

12.4 Crystal Reports —ROSS Resource Order Form

12.4.1 A ROSS resource order report is available through CAL FIRE using Crystal reports This report does not require using the ROSS program for access. It only contains resource activity occurring in ROSS. This report is available to all users with a CAL FIRE user I.D. Share this with your non-dispatch community and others who may need access to resource order reports.

12.4.1.1 The database in Sacramento for the ROSS Information using Crystal Reports is **updated at: 0400, 0800, 1200, 1600 & 2000 (five times a day).**

12.4.1.2 If you use Crystal Reports to get the ROSS Resource Order Form for an incident, the newest information will be just after these times. Currently, it takes approximately 30 minutes to update the server. So run reports at 30 minutes after the times above.

12.4.1.3 The information on the reports are only the requests that have come to CA to fill, regardless of fill, pending or UTF'ed.

12.4.2 Logon instructions:

12.4.2.1 CAL FIRE users with user ID and password

While on Agency network or internet connection go to:
http://reports.cadweb.fire.ca.gov/businessobjects/enterprise115/InfoView/logon.aspx

System:	leave blank
Username:	Your CAL FIRE user I.D. (example, cstarnes)
Password:	Your CAL FIRE user password
Authentication:	Windows AD

12.4.2.2 All Federal agencies

While on Agency network or internet connection go to:

http://reports.cadweb.fire.ca.gov/businessobjects/enterprise115/InfoView/logon.aspx

System:	leave blank
Username:	rossfed
Password:	ROSSFED
Authentication:	Enterprise

12.4.2.3 All Contract Counties

While on Agency network or internet connection go to:

http://reports.cadweb.fire.ca.gov/businessobjects/enterprise115/InfoView/logon.aspx

System:	leave blank
Username:	rosscc
Password:	ROSSCC
Authentication:	Enterprise

12.4.2.4 All OES users

While on Agency network or internet connection go to:
http://reports.cadweb.fire.ca.gov/businessobjects/enterprise115/InfoView/logon.aspx

System:	leave blank
Username:	rossoes
Password:	rossoes
Authentication:	Enterprise

12.4.2.5 All User Instructions

Once logged on:

Click the words	Document List
Click the	+ on public folders
Click the	+ on ROSS Reports
Click the words	*Shared Reports*
Click the words	*ROSS Resource Order Form*

Notes:
Enter fields exactly as shown i.e. capitol letters, hyphens, zeros (6 digits total), full year etc.
You must know the Incident Number & Year. (CA-SHF-001693, 2006)
ROSS Data from Kansas City updated four times a day into database in Sacramento.
Crystal Reports session will expire after approx. 15 minutes of non-use.

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Use lowest tool bar in Crystal Reports:

Export This Report: Use file format Microsoft Word (RTF)
Identify pages or All pages
OK
New Window: SAVE, File Location, Rename, Save
Then **email** as an attachment.

12.4.3 **Print** (icon) to mapped printers. Prints Landscape automatically.

12.4.4 **Search:** Use field to left of binoculars. Enter request number or name, etc.

12.4.5 **Change Pages:** Use arrows, first/last page, or enter page number in "Go to Page" field

Order Relayed Information: Type in "relayed" in search field.
Click on binoculars. Click anywhere on document to reveal request #'s on left side.
Click on specific request # to take you to that request.
(Remarks are coming!)
To return to main report, drop down & pick main report. Change to page #1. Hit Enter.
Click on **REFRESH** arrows to go to another incident.

13 ROSS Business Continuity & Recovery Plan

13.1 ROSS Outages

13.1.1 Continuation of ongoing work in the event of a ROSS outage:

- Print all active and necessary orders based on best estimates of outage duration.
- Example, it may not be necessary to print next week's VMP incident if the expected outage is scheduled only to last an hour or so.

13.1.2 Advise the GACC, the ROSS Field Coordinator, and the ROSS Helpdesk of the outage.

13.1.3 The GACC should notify all units by intercom of a potential ROSS problem so other units can immediately start the Planned Outage procedure.

13.1.4 If outage is contained to one or a few units, the GACC can act as those units (stand-in), or find a suitable host dispatch that can take on the workload.

13.1.5 If "stand-in" is not an option, the affected units will have to switch to resource order cards, as will all other participants on those specific incidents. Utilize the 5,000 series request numbering scheme.

- Upon resumption of operations, the request blocks for the affected incident will have to be split in order to correctly assign the numbers used during the outage.

13.2 Contingency Plan.

13.2.1 The following procedures in the ROSS Continuation and Recovery Plan are based, in part, on the following assumptions:

13.2.2 Repeated printing of all active orders is not reasonable.

13.2.2.1 The standard Resource Order form will be used if ROSS is not available.

13.2.2.2 Any requests originated while in the manual mode will be issued a sequential request number starting at 5,000.

13.2.2.3 A-5000, E-5000, etc. This will allow easy identification later for requests that are "non-standard" in terms of ROSS documentation and retrieval.

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13.2.3 During a ROSS outage, each office will have to switch to the manual status and tracking system.

13.2.4 If the ROSS program becomes unstable, print all active and necessary orders based on best estimates of outage duration. For example, it may not be necessary to print next week's VMP incident if the expected duration of the outage is hours rather than days in length.

13.2.5 Any apparent ROSS system problems should be reported to the next level Duty Officer, the ROSS Field IT Coordinator, and the ROSS Helpdesk as soon as possible.

14 ROSS Reference and User Guide

14.1 ROSS User Guide Access

14.1.1 The ROSS web site has a variety of tools, guides, reference cards, and assistance for users and instructors. Each dispatch supervisor should be familiar with the resources found at this site and consider using the appropriate documents to build a user manual and dispatcher aids necessary for their office. This site is constantly updated. http://ross.nwcg.gov/

15 ROSS Training

15.1 California ROSS Training Group

15.1.1 ROSS training will be necessary on a statewide basis to educate dispatchers and other potential ROSS Users on the use of the ROSS application. This application is interagency in nature and is intended for the use by agencies with wildland fire protection responsibilities and their cooperators. The Federal and CAL FIRE cooperators include the Office of Emergency Services, Fire/Rescue Branch and CAL FIRE's Contract Counties.

15.1.2 The intended users of the ROSS Program are dispatchers and managers in California Emergency Command Centers (ECC's), dispatch team personnel, expanded dispatchers (Dispatch Recorders, Support Dispatchers, Supervisory Dispatchers) and Administratively Determined (AD) or call when needed (CWN) dispatchers in California.

15.1.3 The ROSS Training Group will accomplish the following:

- Determine by the end of May of each year, the number and type of classes needed to fulfill the training needs
- Solicit cadre members and class coordinators through the ROSS project managers each year
- Coordinate the classes through the normal training channels and develop a training schedule
- Manage the California ROSS training data base and schedule
- Update and maintain the training curriculum
- The sub-group will stay in effect until the training needs are completely addressed by the normal agency Dispatcher/ECC Academies, D-110, D-310 and D-510 courses.

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16 Attachment A

16.1 California ROSS Group (March 1, 2012)

16.2 Representatives (15)

16.2.1 CAL FIRE ROSS Project Manager

- Tim Bozarth

16.2.1.1 USFS Operations Northern California

- Laurie Forni

16.2.1.2 USFS Operations Southern California

- Beth Mason

16.2.1.3 DOI GACC Representative

- Les Matarazzi

16.2.1.4 OES Representative

- Mike Lococo

16.2.1.5 CAL FIRE Northern Region OCC

- John Erwin

16.2.1.6 CAL FIRE Southern Region OCC

- Shayne Canady

16.2.1.7 Field Representative CAL FIRE Unit ECC

- Vacant

16.2.1.8 Field Representative USFS ECC

- Kathy Hodnet

16.2.1.9 Field Representative DOI ECC

- Jennifer Rosenberger

16.2.1.10 Field Representative Contract County ECC

- Chris Funk

16.2.1.11 CAL FIRE IT Representative

- Keith Barton

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16.2.1.12 Federal IT Representative

- Vacant

16.2.1.13 ROSS Team Subject Matter Expert – California

- Dennis Derr

16.2.1.14 California ROSS Change Control Board Representative

- Greg Adams

NAME	HOME UNIT	PHONE#	EMAIL
ADAMS, GREG	CDF-CSR	951-320-6207	greg.adams@fire.ca.gov
BARTON, KEITH	CDF-IT	916-324-3391	Keith.Barton@fire.ca.gov
BOZARTH, TIM	CDF-SAC	916-657-4929	Tim.bozarth@fire.ca.gov
CANADY, SHAYNE	CDF-CSR	951-320-2061	Shayne.canady@fire.ca.gov
DERR, DENNIS	NWCG	530-226-2801	dderr@dms.nwcg.gov
FORNI, LAURIE	FS-ONC	530-226-2801	lforni@fs.fed.us
FUNK, CHRIS	CA-ORC	714-573-6563	ChrisFunk@ocfa.org
HODNETT, KATHY	FS-SRF	707-726-1266	khodnett@fs.fed.us
MASON, BETH	FS-OSC	951-276-6721	bmason02@fs.fed.us
LOCOCO, MIKE	OES-RDD	530-224-2441	Mike.Lococo@calema.ca.gov
ERWIN, JOHN	CDF-CNR	530-224-2466	John.Erwin@fire.ca.gov
STARNES, CHRIS	CDF-SAC	916-653-9674	chris.starnes@fire.ca.gov
ROSENBERGER, JENNIFER	NPS-KNP		Jennifer_Rosenberger@nps.gov
MATARAZZI, LES	BLM-OSC		les_matarazzi@ca.blm.gov

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17 Attachment B

17.1 Intercom Use

The intercom is primarily used between the GACC's and the Units to relay urgent or critical information. The intercom is a valuable tool for requesting initial attack and immediate need resources. It also is a means to provide general updates as to incident conditions. This process is dependent on the ordering Unit promptly placing information into ROSS. The intercom is primarily utilized for processing aircraft requests.

17.2 New Order

Based upon where the requests have been placed, Units will use the intercom to advise the GACC and affected Units and bases of the new incident (order). Information provided on the intercom is dependent upon whether the information is a request for resources or just a notification regarding the commitment of resources.

The minimal amount of information that must be supplied to request/notify of aircraft resource usage includes: Incident Name, Order Number, Descriptive Location, Legal Description, Lat-Long, Air Tactical FM Frequency, Ground Tactical Frequency, Air Tactical AM Frequency, Command Frequency, Air to Ground FM Frequency, Requested Resources, and known Aircraft Hazards.

When aircraft is requested via the intercom it is assumed they are being requested for a wildland fire. For use of aircraft for incidents other then a wildland fire the incident type must be announced at the start of the intercom traffic. Example: North Ops, Rohnerville, Fortuna, new order, aircraft for a short haul. All incident, location and hazard information will be provided but the frequencies provided will be limited to what is being used for this incident type.

All requests for Aircraft via CAL FIRE Mutual Aid will be noted via the intercom after the incident number (the CAL FIRE MMA Financial Code will also be selected in the ROSS Request).

17.2.1 New Order

Required Information:	Examples:
Unit with the new incident addresses GACCs/Regions, Units/Forests, and air bases affected, based on where the requests have been placed in ROSS.	North Ops, Redding Air Attack Base, Redding, New Order (Wait for acknowledgement)
Incident Name	On Incident name Millville
Order Number	Order number SHU-5555
Descriptive Location (i.e. prominent landmark)	Descriptive location: Highway 44, 5 miles east of Palo Cedro
Legal Description and Latitude/Longitude	Legal: Section 6, Township 32 North, Range 2 East, off Mt. Diablo Meridian Latitude: 40 degrees 33 decimal 40 minutes; by Longitude 122 degrees 10 decimal 03 minutes.
FM Air Tactics Read: one five one decimal three zero two five.	Air Tactics 23, Frequency 151.3025
Air to Air AM (Victor) Frequency	Victor: 135.575

Read: one three five decimal five seven five.	
Air to Ground Frequency and Repeater Tone Read: one five one decimal two two zero; Tone one	Air to Ground Frequency: 151.220 Tone 1
Ground Tactical (Frequency # given when tac is non-standard)	Ground Tactical: CDF Tac 6
Command Frequency and Repeater Tone (Frequency # given when Command is non-standard)	Command Frequency: SHU Local Tone 6.
Break	Break (Pause for North Ops/South Ops to acknowledge before continuing)
Request Numbers and resources dispatched or needed	Alpha 1, using Air Attack 240; Alpha 2, to Redding for 1 air tanker; Alpha 3, to Redding for 1 air tanker; Alpha 4, requesting one air tanker Alpha 5, using Copter 205
Other Aircraft	Other Aircraft: CHP Copter H13
Hazards	500 KV Power lines over the fire

17.3 Old Order /New Request, Immediate Need

Units will contact the GACC via intercom (and "place up" via ROSS) all immediate need aircraft requests on existing incidents. The GACC will contact Units and Bases (and "place to" via ROSS) all immediate need aircraft requests on existing incidents.
The minimal amount of information that must be supplied (by the Unit ECC), on the intercom, to request additional resources are the Incident Number, and requested resources (request number and resource type).

17.3.1 Old Order, New Request

Required Information:	Examples:
Unit with the existing old incident addresses their GACC/Region.	North Ops, Redding, old order SHU-5555, new request (Wait for acknowledgement)
Request Numbers and resources dispatched or needed	Alpha 6, requesting one air tanker, any type, Alpha 7, requesting one type 2 air tanker.

The GACC/Region will use the intercom to request additional aircraft from selected Units and Bases (Copter bases will be advised by Unit ECC's). The minimal amount of information that must be supplied is dependent upon whether the incident is a new incident or an old incident to the sending Unit of the resource.

17.4 Old Order, Fill Information

The Units and Airbases will use the intercom to advise GACC/Region and the requesting Unit of aircraft they have assigned.

Old Order, Fill Information

Required Information:	Examples:
Unit/Airbase filling the request addresses the GACC/Region and requesting Unit and provides the order number of the incident the aircraft is being assigned to.	North Ops, Redding, Redding Air Attack Base, old order SHU-5555 fill information (Wait for acknowledgement)
Request Number, resource identifier, eta to incident and AFF Status of Aircraft.	Alpha 1, Air Attack 240 off Redding ETA 1520. (AFF Status of Aircraft) "Positive/Negative AFF".

17.5 Old Order, Release Information

The ECC of the incident will use the intercom to advise of aircraft cancel or release information to the GACC/Region, Unit, and Base aircraft is returning to.

If the aircraft never lifts off base (is never filled via the intercom) it can be "canceled" by the requesting Unit.

All aircraft that gets off base (is filled via the intercom) must be "released" by the requesting Unit. Aircraft release information will include load status, where the aircraft is returning to, eta to base and any changes of the aircraft's status (unavailable mechanical, out of service, etc).

If the requesting Unit has not had contact the aircraft they are releasing they will advise "Negative Contact". This will alert the sending Unit/Airbase of the need to contact and advise the aircraft of the release. The sending Unit/Airbase will be responsible for providing the returning eta information to the requesting Unit and Region.

This is especially important for tactical aircraft that may be available for reassignment while still airborne. For air tankers, retardant load status is critical to indicate when providing release information.

Old Order, Release Information

Required Information:	Examples:
Unit with the existing old incident addresses their GACC/Region.	North Ops, Oroville, Chico Air Attack Base, Redding old order, SHU-5555. aircraft release (Wait for acknowledgement)
Request Number, resource identifier, load status, the name of the base they are returning to and eta	On Alpha 4, Tanker 93 released with half a load, returning to Chico, ETA 1548.

17.6 Incident Information

If an incident is escalating and the ECC feels that it will need to continue ordering resources or will have resources committed for an extended length of time, providing a brief incident update over the intercom is appropriate. This update will allow neighboring Units to assess potential for resource requests. Updates are low priority traffic on the intercom.

17.6.1 Incident Summary example;
"North Ops, Redding incident update on SHU-5555, the Millville incident. The fire is 150 acres with moderate rate of spread in grass, brush and oak woodlands. Potential for 500 acres. Anticipate additional orders for aircraft, crews, equipment and overhead."

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17.7 Intercom Aircraft Dispatch Script

North Ops, and/or South Ops _____, _____
(ECC's and Tanker Bases you would Notify), (Your Unit)

New Order (Wait for acknowledgement from each location you contacted)

On Incident Name: _____ Order Number: _____
(3 letter unit identifier plus inc #)

Descriptive Location: _____
(Major Landmark, City, Town – something recognizable to a resource coming from out of the Unit.)

Legal: _____
(Section, Township, Range, and Meridian)

Latitude: _____ by Longitude: _____
(Degree, Decimal Minute format) (Degree, Decimal Minute format)

Air Tactics, _____; Victor, _____
(Frequency Name and Number) (Frequency Number)

Air to Ground, _____Ground Tactics, _____
(Frequency Name, Number) (Frequency Name)
(and Tone (if required)) (Freq. # is optional, use if unfamiliar frequency)

Command _____
(Frequency Name, Repeater Tone)
(Frequency Number is optional use if unfamiliar frequency)

Break (wait for OCC acknowledgement to continue)

Alpha One – Requesting (or Using if aircraft you direct dispatch) _____
Type of Aircraft

Alpha Two – Requesting (or Using if aircraft you direct dispatch) _____
Type of Aircraft

Alpha Three - Requesting (or Using if aircraft you direct dispatch) _____
Type of Aircraft

Alpha Four - Requesting (or Using if aircraft you direct dispatch) _____
Type of Aircraft

Other Aircraft: _____
(any aircraft at or going to incident not noted above)

Aircraft Hazards: _____
(Power lines, etc.)

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18 Attachment C

18.1 Managing Organizations

MANAGING ORGANIZATIONS IN ROSS
2008 Field Season

Access to the ROSS Organizations Module will be restricted beginning March 17, 2008. The purpose of this restriction is to ensure that only approved organizations exist within ROSS and business rules for establishing unit
identifiers are followed. This change will remain in effect until deployment of the NWCG Organization Information System (OIS). The OIS is a replacement system for the current NWCG Unit ID repository. The OIS will interface with systems such as ROSS to provide consistent organization data.
The objective of this effort is to provide correct organization hierarchies, organization names, addresses, contacts,
and locations within ROSS. Report outputs will be greatly improved.
Beginning March 17, 2008 changes to data within the ROSS organizations module (such as additions, deletions, merges, edits) must be submitted to the ROSS Organization Data Manager. There are three Organization Information WinZip files including: Dispatch/Cache, Vendor, and Government (non-dispatch)/Non-government, with forms to aid users with change submissions. The link to these forms can be found on the ROSS home page website: http://ross.nwcg.gov. If your organizations and data are correct, nothing needs to be done.
To create, update or delete an organization or its data, perform the following:
1. For new Unit IDs and changes or deletions of current Unit IDs, you must go through the Geographic Area Data Steward and obtain approval by the National Data Steward in advance of any submission to the ROSS Organization Data Manager. New Unit IDs will NOT be entered or old Unit IDs removed until approved by the National Data Steward. Only dispatch organizations, organizations that can be incident hosts or resource providers, and the parents of host or provider organizations need Unit IDs. A vendor organization and a Forest Service district office are examples of organizations that will not need Unit IDs. Following is a list of Geographic Area Data Stewards and the National Data Stewards, along with their e-mail addresses and phone numbers.
National Fire Center Rick Squires rick_squires@nifc.blm.gov 208-387-5655
National Fire Center Bill Fletcher bill_fletcher@blm.gov 208-387-5400
Alaska Lauren Barber lauren_barber@blm.gov 907-356-5680
California, North Ops Laurie Forni lforni@fs.fed.us 530-226-2801
California, South Ops Beth Mason bmason02@fs.fed.us 951-276-6721
Eastern Area Vacant
Eastern Great Basin Ed Gray egray01@fs.fed.us 801-531-5323
Eastern Great Basin Kim Whalen kwhalen@fs.fed.us 801-531-5320
Western Great Basin Nancy Ellsworth nancy_ellsworth@nv.blm.gov 775-861-6455
Northern Rockies Vacant
Northwest Gina Papke gpapke@fs.fed.us 503-808-2726
Rocky Mountain Rob Juhola Rob_Juhola@nifc.gov 303-445-4304
Southern Area Pat Boucher pat_boucher@fws.gov 678-320-3003
Southwest Richard Black rblack@fs.fed.us 505-842-3473
Southwest Frank Bedonie fbedonie@fs.fed.us 505-842-3473
2. Go to the ROSS website and click on the "Update Organizations" link.
3. Three zip files and two documents will be displayed. The document you are currently reading is the first document: "Managing Organizations in ROSS." The second document is entitled "How to Download the Forms." Please read this document as it instructs how to copy these forms to your Word Templates directory. The three files include, "Government (Non-dispatch)/non-government Information Templates," "Dispatch/Cache Information Templates," and "Vendor Information Templates." There are several forms included in each.
4. After reading the two documents, click the zip file for the type of organization you want to manage.
a. Dispatch/Cache

b. Vendor
c. Government (non-dispatch)/non-government
5. The zip file for that organization type displays. Follow the directions in the "How to Download the Forms" document to copy those forms to a folder of your choice.
6. Once downloaded, this folder identifies forms for each organization type, including forms for updating, creating and deleting organizations. Choose the form you need and enter all pertinent data. For more information on filling out the forms, see Specific Steps below.
7. When finished entering all of the information on your form, send it to vend_maint@nwcg.gov for Vendor Organizations or org_maint@nwcg.gov for all other organizations. The ROSS Organization Data Manager will issue a ticket number. Information will be entered into ROSS as soon as possible. An e-mail confirming the ticket has been resolved will be sent to the ROSS user who sent the form and the ticket will be closed.

Specific Steps for Entering Information on the Forms for Creating, Updating and Deleting Organizations

1. Creating a New Organization

a. Open the Create and Delete form for the type of organization you want to manage.
b. Please enter **all** pertinent information for the organization. Many fields are required entries. Some have drop down menus. If you need additional entries for frequencies, reload bases, finance codes, request number blocks and incident host request number blocks click the corresponding form (such as "Continuation Page for Finance Codes.dot"). You can save and or print the forms for your records. You may also combine all forms for the same organization into one, by copying and pasting these forms to the bottom of the main form.

2. Updating an Existing Organization

NOTE: To see information about an organization you wish to update, refer to any screen captures you have made. If you do not have a screen capture for the organization you want to update, send an e-mail request to vend_maint@nwcg.gov for vendor organizations or to org_maint@nwcg.gov for all other organizations. Be specific about what information you need to see and a screen capture of that information will be e-mailed to you. Every attempt will be made to respond to your request within one business day.
a. Open the Update form for the type of organization you want to manage.
b. In Section 1, enter data for you and your dispatch office.
c. In Section 2, enter the current organization information.
d. In Section 3, click Item, and select the item to be updated from the drop-down menu. Enter the information as it is currently in the "Change From" field and what you want it changed to in the "Change To" field. If you want to add information, enter "Add" in the "Change From" field and enter your information in the "Change To" field. If you want to delete information, enter the information as it is currently in the "Change From" field and enter "Delete" in the "Change To" field.
e. Enter any comments or clarification in the Comments section at the bottom of the form.

3. Deleting an Organization.

NOTE: To see information about an organization you wish to delete, refer to any screen captures you have made. If you do not have a screen capture for the organization you want to delete, send an e-mail request to vend_maint@nwcg.gov for vendor organizations or to org_maint@nwcg.gov for all other organizations. Be specific about what information you need to see and a screen capture of that information will be e-mailed to you. Every attempt will be made to respond to your request within one business day.
a. Open the Create and Delete form for the type of organization you want to manage.
b. Enter information for Sections 1, 2 and 6 only.
c. If deleting an organization, you must first remove all references to that organization. If combining offices, you must remove or change all references to the offices accordingly. The ROSS Organization Data Manager will contact you to ensure all necessary steps have been taken. Procedures could vary greatly depending on which references are tied to the organizations being combined and how they are combined. The ROSS Organization Data Manager will take screen captures of references and send them to the requester so the references can be removed.
 ROSS Users are responsible for removing the references listed on the following tabs on the

View Organization Usage dialog box on the Organizations Screen: Incident, Location, Place Affiliation, Pre Order, Resource, Selection Area, Contract, Hazard, Import and User. DO NOT remove the user named “organization maintenance.” The ROSS Organization Data Manager will remove references, with your help, from the Affiliation and Financial Code tabs.
 After removing the references, notify the ROSS Organization Data Manager through the DMS addresses vend_maint@nwcg.gov for vendor organizations or org_maint@nwcg.gov for all other organizations. Keep in mind that some cannot be removed until archiving that occurs at the beginning of the year.

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